



Project Name - Clean Fanatics

Introduction

Clean Fanatics is a leading home services provider in Bangalore for over 10 years. They offer a comprehensive range of services, including deep cleaning, marble polishing, painting, and full home renovations.

Business Name

Clean Fanatic

Company Profile

1. **Industry** – Service
2. **Location** - 9 Harlur Road, Ambalipura - Sarjapur Rd, Bengaluru, Karnataka 560102
3. **Email** -pardeep@cleanfanatics.com

Problem Statements

- Previously they were getting inquiries in **Zebbooker app** but didn't have any crm to sync with so follow-ups were poor resulting many data loss.
- Job bookings were another problem. Only bookings were coming but there was no better way to manage it.
- Client was not able to manage or identify future job bookings
- Data gathering was poor

Solution Offered

- Zoho One
- Zoho CRM
- Zoho Flow
- Zoho Creator
- Integration with Zenbooker App
- Integration with Website
- Integration with Whatsapp
- Integration with IVR

Finding a Solution

Clean Fanatics was looking for an ultimate CRM system so approached and shared the pain points and current limitations with their **Zenbooker system** and we examined it in detail and helped them in setting up a complete Zoho One System.

Zoho CRM

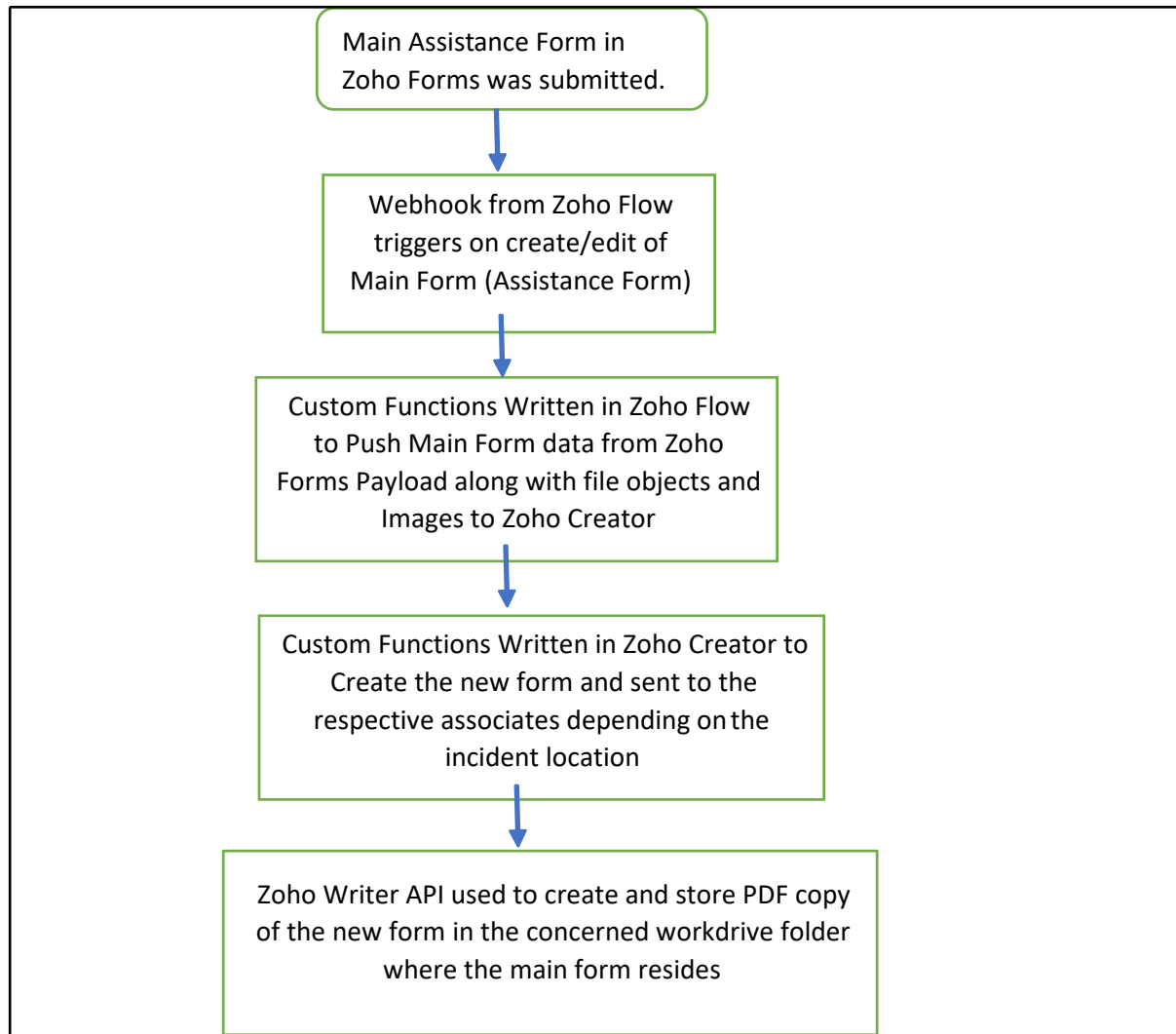
- Bookings coming through **Zenbooker app** are now easily managed with Zoho CRM. Data segregation is also happening ,whenever any booking comes in their team can now easily focus on Leads/Deals and manage follow-ups
- Setup **Lead Assignment** is based on shift hours.
- If any customer books for re-service then Zoho identifies it and managed according to their need to cater duplicate data.
- **IVR Integration** - Telephony integration named Ozonetel is also done and adding Zoho users where we enabled the call functionality for the Zoho users in the Ozonetel.
- **Website Integration**
- **WhatsApp Integration** - Whatsapp integration with a 3rd party vendor by installing extensions in market place also is done for the customer.
- Set up email campaign so sales can improve
- **Blueprint automation development** (1. Lead process 2.Deal process 3.Complaint process 4. Lead process for online booking)
- Set up custom Report and Dashboard

- The customer bookings are available in a 3rd party application named zenbooker from which when the customers do booking using the client website we were given the task to push that leads to Zoho CRM.

Zoho Creator & Zoho Flow

- **For Managing Zenbooker's Data** - Using the webhook url on job creation which was available in the 3rd party we triggered the Zoho flow and fetched the necessary details and created a lead if the job is created by the customer.
- If the job is created by agent we created directly a deal in the Zoho CRM by fetching the necessary details
- Also for recurring booking which will be done in future also we created leads with job date on future date

Flow Chart



Customer Feedback - [partner page](#)

Clean Fanatics

22 Oct



We are happy with the incredible service provided by the team who implemented Zoho CRM, and Flow for us! From start to finish, they delivered with professionalism, expertise, and attention to detail.

Their deep understanding of our business needs allowed them to customize the system perfectly, making the transition smooth and hassle-free. The automations built with Zoho Flow have already started saving us time, and Zoho CRM is exactly what we needed to streamline operations.

Thank you for your outstanding work!

CRM Sparrow



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